

Serial No. 10/619,917

In reply to Office Action dated November 3, 2006

Page 2 of 16

### Amendments to the Specification

Please amend the specification as follows:

#### Paragraph 24

[0024] While the system shown in figure 1 is highly abstracted, figure 3 shows one embodiment of implementing the present invention on a Siebel/Genesys architecture. Here, agents 135 have access to the system via a Siebel web client 170-135. The PBX/ACD 125 and T-Server 125 components are part of the transferring system 125 to transfer client contacts to the appropriate agent based on the routing system, which is implemented through a Genesys URS server 130 and a Genesys configuration database 130. The administrative interface 305 shown in figure 3 is the traditional way to input and update agent profiles (including skill levels of various agents) to the routing system 130. As shown in the figure, the capability-impacting systems (150, 155, 160 and 165) send skill-related data to the skill-tracking system of the capability profile update system 140 and the Siebel database 145. The Siebel database of figure 3 stores not only the data used by the Siebel CRM or ERM application, but also the skill-based data within agent profiles.

#### Paragraph 25

[0025] As one skilled in the art will understand, the various embodiments of the present invention can be implemented as a system of modular components and/or as a series of code segments of one or more computer programs stored on a computer-readable medium. The computer program code segments can be written in Java, C, C++, or any computer language now known or developed in the future. For a conceptual diagram of one embodiment of the invention as a system, refer to figures 6 and 7, which represent a system with modular components including a profile module 610, a skill receiver 615, an updating module 620, a synchronization module 625, a contact receiver 630, a routing processor 635, and a contact router 640, and a system with modular components including a profile module 710, a profile maintenance module 715, a source data module 720, an update module 725, an identification module 730, and an agent selector 730.

Serial No. 10/619,917

In reply to Office Action dated November 3, 2006

Page 3 of 16

**Paragraph 27**

[0027] Figure 2 is a high-level flowchart of one embodiment of providing the functionality of updating the capability profile 140 and then synchronizing 310 the data in the routing system. When a capability-impacting system (150, 155, 160, and/or 165) modifies skill-related information, an external event is triggered 205. For an example using an ORACLE database available from Oracle Corp., as database elements in the database change, a trigger may be executed automatically. The event generates a transaction 210, which in turn triggers a workflow 215. (A workflow is a state table utilized by Siebel SIEBEL and other systems.) The workflow 215 updates the centralized capability profile 220. This update triggers a second workflow 225 which in turn initiates an intermediary process to mimic 230 the typically manual administration (i.e., a supervisor using the administrative interface 305) of the agent skill information of the routing system 130. Other embodiments of the present invention use other methodologies to update the skill tracking system 140/145 and to synchronize the routing system 130. For example, in one embodiment, a custom interface automates the changing of agent skills by looking for and processing files sent to the AVAYA Call Management System 130. This is done on an adjustable, periodic interval. When a change is noticed, the interface automatically updates the skill set as appropriate and provides a log that indicates when it has received and processed a file for a skill change.